



CITY OF LODI COUNCIL COMMUNICATION

IM

AGENDA TITLE: Public Hearing to Consider Adopting Resolution Approving Paratransit Service Policy and Procedures and Implementing Proposed Changes to Existing Dial-A-Ride Services

MEETING DATE: December 19, 2007

PREPARED BY: Public Works Director

RECOMMENDED ACTION: Conduct a public hearing to consider adopting a resolution approving Paratransit Service Policy and Procedures and implementing proposed changes to existing Dial-A-Ride services.

BACKGROUND INFORMATION: The City of Lodi currently provides transit service as described in Table 1 (attached). In accordance with the Americans with Disabilities Act (ADA), the City is required to offer Paratransit (Dial-A-Ride, DAR) services for those unable to access the fixed route system. While the current system serves those transit riders who are unable to ride the fixed route, the system does not require riders to be certified ADA eligible (who would be given priority over other Dial-A-Ride passengers).

During the last Federal Transit Administration Triennial Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests (Attachment 1). The existing Dial-A-Ride service can be offered in addition to the ADA Paratransit service but is not required. Staff is recommending that the Dial-A-Ride service continue, however, we are recommending that the service be limited to reservations only during the hours that the fixed route operates. Demand responsive service would continue to operate as it does now outside of fixed route hours of operation.

Staff has drafted the policies and procedures and made them available to the public at two forums held on December 5th and 6th. Comments received from those forums will be presented at the Public Hearing. The policy is shown in the attached resolution and the procedures generally are:

- Upon request, passengers will receive a Paratransit Application and Physician's Verification form. Passengers will complete the application and have their physician sign the verification form.
- Passengers will submit the application and physician's verification form to the City of Lodi Public Works Department, Transportation Division.
- Staff will review the application, confirm the physician's verification by telephone, and issue an eligibility letter and card to those who are certified.

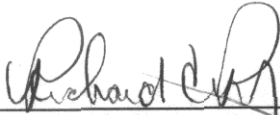
If Council approves adoption of the new policies and procedures, staff anticipates an effective date of February 1, 2008.

APPROVED: 
Blair King, City Manager

Public Hearing to Consider Adopting Resolution Approving Paratransit Service Policy and Procedures
and Implementing Proposed Changes to Existing Dial-A-Ride Services
December 19, 2007
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FISCAL IMPACT: The addition ~~of~~ the Paratransit service is not expected to significantly affect ridership or costs. The proposed change to reservations-based travel for Dial-A-Ride should increase efficiency, allowing the City to provide service to the same passengers with a reduction in revenue service hours billed by the Contractor.

FUNDING AVAILABLE: None required at this time.



Richard C. Prima, Jr.
Public Works Director

Prepared by Tiffani M. Fink, Transportation Manager

RCP/TMF/pmf

Attachments

Table 1

Existing Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
Dial-A-Ride (Reservations)	6:15 am-9:00 pm	7:45 am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand)	8:00 am-9:00 pm	8:00 am-5:00 pm	8:00 am-3:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)

* Reservations available the day before, no reservations taken on Holidays.

Proposed Schedule of Services

Service Type	Weekday Operating Hours	Saturday Operating Hours	Sunday Operating Hours	Fare (General Public/ Senior-Disabled-Medicare)
Fixed Route	6:15 am-6:54 pm	7:45 am-3:09 pm	7:45 am-3:09 pm	\$1.00/ \$0.50
VineLine (New ADA Service)	<i>6:15 am-7:00 pm</i>	<i>7:45 am-3:15 pm</i>	<i>7:45 am-3:15 pm</i>	<i>\$1.50 (No General Public) (\$1.00 surcharge outside of Lodi)</i>
Dial-A-Ride (Reservations Only)	6:15 am-9:00 pm	7:45am-6:00 pm	7:45 am-4:00 pm	\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)
Dial-A-Ride (Demand Response)	<i>7:00 pm-9:00 pm</i>	<i>3:00 pm-5:00 pm</i>	<i>3:00 pm-4:00 pm</i>	<i>\$5.00/ \$1.50 (\$1.00 surcharge outside of Lodi)</i>

* Reservations available the day before, VineLine passengers will be able to make next day service requests on Holidays.

Note: Changes shown in bold italics.

Federal Transit Administration Review Findings for ADA

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of complementary paratransit service.

Findings: During this Triennial Review of the City of Lodi, deficiencies were found with the FTA requirements for ADA.

The City of Lodi, through its third party contractor, MV Transportation, operates a Fixed Route service and Dial-A-Ride. The City's public information refers to Dial-A-Ride as an open to the general public, demand response transit system. The City does not have an eligibility process to ensure only persons who meet the regulatory criteria are regarded as ADA eligible. Further, the City has not developed an appeals process. A review of the City's public information does not contain information sufficient to describe its ADA complementary paratransit service and the requirements to determine eligibility.

Corrective Action and Schedule: Within 30 days, the City is to submit a letter to the FTA Region IX Civil Rights Officer (CRO) expressing its intent to comply with the Federal Department of Transportation's requirements to provide paratransit service.

Within 60 days, the City is to provide the CRO with a draft management plan on how it will come into compliance with the DOT requirements for paratransit service. At a minimum, the plan should address how the City will:

- Implement eligibility and appeals processes
- Communicate to the public its paratransit and eligibility requirements
- Develop internal management controls to ensure the provision of service, service area, response time, fares, days and hours of service, trip purpose and subscription service are in accordance with the ADA Complementary Paratransit service requirements
- Develop procedures to ensure the City has adequate capacity to meet demand
- Develop procedures to ensure the City has adequate oversight of the contracted paratransit services

Within 120 days, the City is to submit to the CRO evidence of its eligibility and appeals processes, public information and management procedures.

RESOLUTION NO. 2007-____

DRAFT

A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING PARATRANSIT SERVICE POLICY AND
PROCEDURES AND IMPLEMENTING CHANGES TO
EXISTING DIAL-A-RIDE SERVICES

=====

WHEREAS, in accordance with the Americans with Disabilities Act (ADA), the City of Lodi is required to offer Paratransit (Dial-A-Ride, DAR) services for those unable to access the fixed route system; and

WHEREAS, during the last Federal Transit Administration Triennial Review, the reviewers found that the City of Lodi needs to develop and implement an ADA Paratransit system capable of certifying ADA eligible patrons and tracking their ride requests; and

WHEREAS, staff recommends that Dial-A-Ride service be limited to reservations only during the hours that the fixed route operates and that demand responsive service continue to operate as it presently does outside of fixed route hours of operation.

NOW, THEREFORE, BE IT RESOLVED that the Lodi City Council does hereby approve the Paratransit Service Policy and Procedures, as shown on Exhibit A attached hereto; and

BE IT FURTHER RESOLVED that the changes to the existing Dial-A-Ride services shall be implemented on February 1, 2008.

Dated: December 19, 2007

I hereby certify that Resolution No. 2007-____ was passed and adopted by the City Council of the City of Lodi in a regular meeting held December 19, 2007, by the following vote:

AYES: COUNCIL MEMBERS -

NOES: COUNCIL MEMBERS -

ABSENT: COUNCIL MEMBERS -

ABSTAIN: COUNCIL MEMBERS -

RANDI JOHL
City Clerk

2007-____

COMPLEMENTARY PARATRANSIT POLICY

December 19, 2007

INTRODUCTION

This policy regarding Complementary Paratransit services by the City of Lodi (under agreement with our operator) applies to service which, in accordance with the Americans with Disabilities Act of 1990, is required by all operators of Fixed Route service, which includes the City of Lodi.

POLICY

- I. The City of Lodi shall offer Complementary Paratransit services during all hours in which the City of Lodi Fixed Route service is in operation.
- II. Complementary Paratransit services shall be offered in accordance with all Americans with Disabilities Act and Federal Transit Administration requirements in regards to access, fares and service level.
- III. Fares for service will be as set from time-to-time by the City Council by resolution
- IV. The City's Public Works Department Transportation Division shall oversee the submittal of applications, their review and any and all approvals. All monitoring data in accordance with Federal Transit Administration requirements shall be provided by the operations contractor and monitored by Transportation Division staff. Appeals of Public Works Department's decisions shall be to the City Manager.
- V. Any visitors presenting an ADA eligibility card issued by another transit system shall be eligible to utilize the City system for up to 30 days.
- VI. Reservation Only – Reservations must be received by close of business the day prior to the requested service day.

Proposed Paratransit Services for the City of Lodi and Dial-A-Ride service changes

Paratransit is....

A requirement under the Americans with Disabilities Act (ADA) that anyone who operates public Fixed Route services also provide a service for those passengers who have been certified unable to ride Fixed Route by their physician

How is Dial-A-Ride different than Paratransit?

- The City of Lodi's current Dial-A-Ride system is open to anyone.
- Priority is not given to any passenger in accordance with the regulations restricting trip preference.
- The City of Lodi's Dial-A-Ride service goes above and beyond the basic requirements of the ADA and has extended hours over Fixed Route service.

3

Who can use Paratransit?

- A passenger must be certified to use the paratransit system.
- The service area for paratransit is $\frac{3}{4}$ mile surrounding any Fixed Routes operated by the City of Lodi
- Paratransit services are only required to be provided during the hours that Fixed Route operates (which is less than Dial-A-Ride's hours).
- Services are provided on a reservation only basis.

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Overview of the Proposed Paratransit Services for the City of Lodi

- Existing Dial-A-Ride services remain (with some changes to the service request process).
- Staff is recommending the implementation of a paratransit system that would operate within $\frac{3}{4}$ mile of a Fixed Route or the City limit - whichever is farther.
- Due to the similarity in services to the existing Dial-A-Ride system offered by the GrapeLine, staff is recommending a new name and logo be given to these services.

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Overview of the Proposed Paratransit Services for the City of Lodi

- Staff is proposing the name VineLine and the following logo to appear on all of the Complementary Paratransit brochures and applications. Rides would be provided using existing vehicles.



VineLine
Paratransit Services

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Overview of the Proposed Paratransit Services for the City of Lodi

- VineLine certified passengers will receive priority over Dial-A-Ride requests.
- The VineLine would be a reservations based system requiring one day advance reservations.
- Passengers wishing to utilize the VineLine will be required to complete an Application and provide a Physician's Verification form.
- Once approved, passengers eligibility will remain active for three years unless otherwise restricted at issuance (factors may include temporary disability, etc)

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Recommended Changes to Dial-A-Ride

- Staff is recommending to the City Council limiting service Dial-A-Ride service to a reservations based system during fixed route hours. Demand response service would still be available after fixed route ends.
- This would allow the trips to be better linked and should result in faster trip times and increased capacity.
- Passengers would need to call in at least a day prior to schedule their trips. Passengers calling the day they travel would be on a space available list and granted a trip if a cancellation or no-show occurs.

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Recommended Changes to Dial-A-Ride

- The proposed service change still leaves the City with an increased level of Dial-A-Ride service as compared to the rest of the County.
- Other systems offer:
 - San Joaquin RTD: ADA service only
 - City of Manteca: Reservations and space available
 - City of Tracy: Reservations and \$0.50 same day surcharge.

9

Timeline for Implementation

- November 13- City Council Shirtsleeve Meeting
- Late November- 1st Public Meeting
- Early December- 2nd Public Meeting
- December 19- Presentation to Council for Adoption of Paratransit Policies and Procedures
- March 1- New service begins

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From: Randi Johl
Sent: Tuesday, December 18, 2007 1:57 PM
To: 'twhitmire@lodihealth.org'; City Council
Cc: Blair King; Steve Schwabauer; Richard Prima; Tiffani Fink
Subject: FW: ADA Transportation

Teresa, thank you for your email. By way of this response, I am copying the City Council, City Manager, City Attorney, Public Works Director and Transportation Manager.

Randi Johl, City Clerk

From: Whitmire, Teresa [mailto:twhitmire@lodihealth.org]
Sent: Tuesday, December 18, 2007 12:20 PM
To: Randi Johl
Subject: ADA Transportation

Randy, The Senior Commission has some concerns regarding the ADA Transportation **issue** on the December 19th Council Agenda. We will be at the meeting to answer any questions. I have formulated some scenario's and questions and concerns we feel the council should consider. Can you please forward this to all the council members prior to Wednesday's meeting? If you have any questions, please call Terri at 369-4443. Thank you **so** much

<<ADA Transportaion.doc>>

Scenario One

Martha is 85 years old. She has been living independently in her own home, given up her driver's license and relies on her wonderful neighbor to take her to the store for food and to her doctor appointments. Sadly, Martha's neighbor fell and broke her hip. Questions Martha has now:

QUESTIONS???

1. How and where does Martha get a form to complete?
2. How does Martha get the form to the Doctors office to complete?
3. How long does it take for Martha to qualify?
4. How does Martha get to and from the grocery store or her doctor's follow-up appointment, in a timely manner until she qualifies?

Scenario Two

Helen has been living independently in an apartment. Helen finds herself in the hospital and told she will not be allow driving for several months and has an option to go home if she has a way to get food, to the pharmacy and to her doctors appointments or she will have to be placed in a skilled nursing facility until she gets her strength back.

QUESTZONS???

- 1.How does Helen get this form?
2. How long before Helen knows if she qualifies and if she can go home or to a facility?

Scenario Three

John, 87 years old, wakes up at 4am with a gall-bladder attack. He calls his doctors office at 0900 and is told he can be seen at 1030. John calls for **DAR** asks for a pick up at home and a pick up at the doctor's office at 1230. He does not get to the office until 11:30, and upon examination the doctor wants to do some extra testing on John and he is not ready for the 1230 bus. The office calls at 1:00 for a demand pick up for John. The office closes for lunch at 1:00 and John is still waiting. John gets picked up and taken home two hours later!

QUESTZONS???

1. Where does John wait for the bus?

Questions and Concerns

- How are you going to get the word out to all of our seniors?
- Where will folks be able to get forms?
- Are forms going to Doctors offices, hospitals, pharmacies?
- Will there be someone to help complete forms?
- Seniors have trouble completing forms, especially if they are ill.
- Who has to sign form? RTD in Stockton allows RN's, MSW and PT's sign.
- & Doctor's offices have a standard 10days delay to complete forms.
- If there are names, ages, diagnosis on these forms, will they be secured (HIPPA)?

Offer of Help!

- Senior Commission will be willing to help assist in training folks to help our seniors complete forms if

necessary(example: Salvation Army)

- Senior Commission will be glad to provide list of places to locate forms.
- Senior Commission is offering to help in anyway necessary to make this transition as user friendly and smooth as possible.



VineLine

Paratransit Services

City of Lodi Transit

221 West Pine Street

Lodi, CA 95240

(209) 333-6706

ADA PARATRANSIT CERTIFICATION APPLICATION

The information obtained in this certification process will be used only by the transit agencies in San Joaquin County for the provision of transportation services and will not be provided to any other person or agency without prior written approval of the applicant.

☐ **New Application** or ☐ **Recertification**

Please check the transit agency you are applying for:

☐ Lodi VineLine ☐ Tracer Transit ☐ Manteca Transit ☐ City of Escalon

☐ For service within City of Stockton and/or unincorporated areas of San Joaquin County, your application will be forwarded to San Joaquin Regional Transit District.

APPLICANT INFORMATION (Please print or type)

Name _____
Last First Middle Initial

Address _____ Apt # _____ Cross St. _____

Mailing Address, if different than above

City _____ State _____ Zip Code _____

Home Phone _____ Work Phone _____

Date of Birth ____/____/____

Male ☐ Female ☐

Last four digits of your Social Security Number _____

Please provide the name and phone number of a **LOCAL** friend or relative to contact in the event of an emergency:

Name_____ Relationship_____

Daytime Phone_____ Evening Phone_____

1. Do you use any of the following aids for mobility? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Electric Wheelchair |
| <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Cane |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Oxygen Tank | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> None |

Please Note: A wheelchair or other mobility device must meet the definition of a “common wheelchair” as specified in the ADA regulations, i.e., “not more than 30” wide and 48” long when measured 2” above the floor, and must weigh less than 600 pounds when occupied”.

2. Is your mobility device oversized? ☐ Yes ☐ No

- a. If yes, please explain: _____
- b. Does your mobility device weigh less than 600 pounds when occupied?
☐ Yes ☐ No

3. Is your condition temporary? ☐ Yes ☐ No

If yes, expected duration: ____/____/____

4. Does your condition change from time to time due to medications, medical treatments, other? ☐ Yes ☐ No

If yes, please explain

Type of disability:

5. I have a ☐ **Visual** ☐ **Physical** ☐ **Mental** Impairment

6. What is your disability that prevents you from using the fixed route service?

7. **How** does your disability make it ***impossible*** for you to use the fixed route service? _____

8. How far can you continuously walk **OR** advance your manual wheelchair without the help of another person?(i.e., number of blocks) _____

Could you travel further if you stopped to rest?

☐ Yes ☐ No ☐ Sometimes

(If No or Sometimes, please explain why)

9. Have you ever used any of these transit services? Check all that apply:

☐ Fixed Route ☐ Paratransit ☐ RTD Hopper ☐ Other_____

10. How many blocks from your residence is the nearest accessible bus stop?

☐ Less than 1 Block ☐ 2 to 4 Blocks ☐ 4 or more ☐ Don't know

11. Can you independently get on and off a **lift-equipped** bus?

☐ Yes ☐ No ☐ Sometimes ☐ Don't know

(If **No** or Sometimes, please explain why)

12. Is your ability to use public transit affected by weather or environmental/architectural barriers that block your path of travel? (e.g. temperature extremes, no sidewalks, lack of signal lights at a busy intersection, etc.)

☐ Yes ☐ No (If Yes, please explain why)

13. Can you **ask** for, understand, and follow directions?

☐ Yes ☐ No ☐ Sometimes

(If No or Sometimes, please explain why)

14. Can you cross a busy intersection?
☐ Yes ☐ No ☐ Sometimes

(If No or Sometimes, please explain why)

15. If you are approved for Paratransit Services will you require a personal care attendant?
☐ Yes ☐ No

Certification of Applicant

■ hereby certify that, to the best of my knowledge, the information I have given in this application is correct and the application will be returned if it is not complete.

■ understand that the results of the review will be based on my ability to use the fixed route system. Verification of my disability by my physician or health care professional, identified below, does not guarantee my eligibility for ADA certification of paratransit service.

Signature of Applicant _____

Date _____

If someone other than the applicant completed this application, the following information must be provided.

Name of person completing the application _____

Relation to the applicant _____

Daytime phone # _____



***Please immediately confirm receipt
of this fax by calling 333-6702***

CITY OF LODI
P. O. BOX 3006
LODI, CALIFORNIA 95241-1910

ADVERTISING INSTRUCTIONS

**SUBJECT: PUBLIC HEARING TO CONSIDER RESOLUTION APPROVING
PARATRANSIT SERVICE POLICY AND PROCEDURES AND
IMPLEMENTING PROPOSED CHANGES TO EXISTING DIAL-A-
RIDE SERVICES**

PUBLISH DATE: SATURDAY, DECEMBER 1, 2007


LEGAL AD

TEAR SHEETS WANTED: One(1) please

SEND AFFIDAVIT AND BILL TO: RANDI JOHL, CITY CLERK
City of Lodi
P.O. Box 3006
Lodi, CA 95241-1910

DATED: TUESDAY, NOVEMBER 27, 2007

**ORDERED BY: RANDI JOHL
CITY CLERK**


JENNIFER M. PERRIN, CMC
DEPUTY CITY CLERK

CYNTHIA MURPHY
ADMINISTRATIVE CLERK

Verify Appearance of this Legal in the Newspaper – Copy to File

LNS	Faxed to the Sentinel at 369-1084 at _____(time) on _____(date) _____(pages)
	Phoned to confirm receipt of all pages at _____(time) _____JLT _____DRC _____JMP (initials)



DECLARATION OF POSTING

PUBLIC HEARING TO CONSIDER RESOLUTION APPROVING PARATRANSIT SERVICE POLICY AND PROCEDURES AND IMPLEMENTING PROPOSED CHANGES TO EXISTING DIAL-A-RIDE SERVICES

On Tuesday, November 27, 2007, in the City of Lodi, San Joaquin County, California, a Notice of Public Hearing to consider resolution approving Paratransit Service Policy and Procedures and implementing proposed changes to existing Dial-A-Ride services (attached and marked as Exhibit A) was posted at the following locations:


Lodi Public Library
Lodi City Clerk's Office
Lodi City Hall Lobby
Lodi Carnegie Forum

I declare under penalty of perjury that the foregoing is true and correct.

Executed on November 27, 2007, at Lodi, California.

ORDERED BY:

RANDI JOHL
CITY CLERK


JENNIFER M. PERRIN, CMC
DEPUTY CITY CLERK'

CYNTHIA MURPHY
ADMINISTRATIVE CLERK



CITY OF LODI

Carnegie Forum
305 West Pine Street, Lodi

NOTICE OF PUBLIC HEARING

Date: December 19, 2007

Time: 7:00 p.m.

For information regarding this notice please contact:

Randi Johl,
City Clerk

Telephone: (209) 333-6702

EXHIBIT A

NOTICE OF PUBLIC HEARING

NOTICE IS HEREBY GIVEN that on **Wednesday, December 19, 2007**, at the hour of 7:00 p.m., or as soon thereafter as the matter may be heard, the City Council will conduct a public hearing at the Carnegie Forum, 305 West Pine Street, Lodi, to consider the following matter:

- a) Adopt resolution approving Paratransit Service Policy and Procedures and implementing proposed changes to existing Dial-A-Ride services.

Information regarding this item may be obtained in the Public Works Department, 221 West Pine Street, Lodi, (209) 333-6706. All interested persons are invited to present their views and comments on this matter. Written statements may be filed with the City Clerk, City Hall, 221 West Pine Street, 2nd Floor, Lodi, 95240, at any time prior to the hearing scheduled herein, and oral statements may be made at said hearing.

If you challenge the subject matter in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice or in written correspondence delivered to the City Clerk, 221 West Pine Street, at or prior to the close of the public hearing.

By Order of the Lodi City Council:

A handwritten signature in black ink, appearing to be "Randi Johl", written over a horizontal line.

Randi Johl
City Clerk

Dated: November 21, 2007

Approved as to form:

A handwritten signature in black ink, appearing to be "D. Stephen Schwabauer", written over a horizontal line.

D. Stephen Schwabauer
City Attorney